

## CLAIMS

- 1    1. A method for managing workplace services provided to a plurality of users, the  
2    method comprising:  
3        (a) creating a database containing, for each of the plurality of users, user  
4              background information and user identifying information;  
5        (b) establishing a communication session between the plurality of users and a  
6              specialist in order that the specialist can provide workplace issue  
7              assistance to the users wherein, during each communication session, the  
8              specialist receives user identifying information from a user, uses the  
9              received identifying information to access and retrieve client background  
10             information for that user from the database and uses the background  
11             information to provide assistance to the user; and  
12        (c) storing in the database information concerning each communication  
13              session between a user and the specialist and adding the stored  
14              communication session information to the client background information  
15             for the user.  
16  
17    2. The method of claim 1 wherein the communication session is a telephone call.  
18  
19    3. The method of claim 1 wherein the communication session is an e-mail  
20              message.  
21  
22    4. The method of claim 1 wherein step (a) comprises:  
23        (a1) using a workplace resources office to contact each of the plurality of users  
24              and to obtain background information for each user;  
25        (a2) connecting the workplace resources office to the database in order to  
26              store the background information.

1    5. The method of claim 4 wherein the workplace resources office is connected to  
2                          the database via a network.

1    6. The method of claim 5 wherein the network is the Internet.

1    7. The method of claim 4 wherein the user identifying information is a unique  
2                          personal ID code.

1    8. The method of claim 7 wherein the workplace resources office assigns the  
2                          personal ID code to each of the plurality of users.

1    9. The method of claim 1 wherein step (a) comprises:  
2         (a3) establishing a web site connected to the database by the Internet; and  
3         (a4) using the web site to collect the background information from each of the  
4                          plurality of users.

1    10. The method of claim 9 wherein the web site assigns a personal ID code to each  
2                          of the plurality of users.

1    11. The method of claim 1 wherein the specialist is connected to the database via  
2                          the Internet and wherein in step (b) the specialist obtains the user identifying  
3                          information verbally from the user, enters the user identifying information into the  
4                          database via a web interface and receives the user background information via a  
5                          web browser.

1    12. The method of claim 1 wherein in step (c) the specialist assigns the  
2                          communication session information to one of a plurality of predefined categories  
3                          and the assigned category is stored with the communication session information  
4                          and the user background information.

- 1       13. The method of claim 12 further comprising:
- 2           (d) performing a query on information in the database and generating a report
- 3                   from the query.
- 1       14. The method of claim 13 wherein the query is performed on category information
- 2           in the database.
- 1       15. The method of claim 1 further comprising:
- 2           (e) using a workplace resources office to generate a templated web site that
- 3                   is accessible by the plurality of users via the Internet.
- 1       16. The method of claim 15 further comprising:
- 2           (f) publishing workplace issue information on the templated web site by
- 3                   sending the workplace issue information from the database to the
- 4                   templated web site.
- 1       17. Apparatus for managing workplace services provided to a plurality of users, the apparatus comprising:
- 2                   a database containing, for each of the plurality of users, user background information and user identifying information;
- 3                   a communication mechanism that establishes a communication session
- 4                   between the plurality of users and a specialist in order that the specialist can
- 5                   provide workplace issue assistance to the users wherein, during each
- 6                   communication session, the specialist receives user identifying information from
- 7                   a user, uses the received identifying information to access and retrieve client
- 8                   background information for that user from the database and uses the background
- 9                   information to provide assistance to the user; and
- 10
- 11

12           a knowledge management system that stores in the database information  
13           concerning each communication session between a user and the specialist and  
14           adding the stored communication session information to the client background  
15           information for the user.

1       18. The apparatus of claim 17 wherein the communication session is a telephone  
2           call.

1       19. The apparatus of claim 17 wherein the communication session is an e-mail  
2           message.

1       20. The apparatus of claim 17 further comprising:  
2           a workplace resources office that contacts each of the plurality of users  
3           and obtains background information for each user; and  
4           a communication link connecting the workplace resources office to the  
5           database in order to store the background information.

1       21. The apparatus of claim 20 wherein the workplace resources office is connected  
2           to the database via a network.

1       22. The apparatus of claim 21 wherein the network is the Internet.

1       23. The apparatus of claim 20 wherein the user identifying information is a unique  
2           personal ID code.

1       24. The apparatus of claim 23 wherein the workplace resources office assigns the  
2           personal ID code to each of the plurality of users.

1       25. The apparatus of claim 17 further comprising:  
2           a web site connected to the database by the Internet; and

3                   a mechanism that connects each of the plurality of users to the web site in  
4                   order to collect the background information from each of the plurality of users.

1       26. The apparatus of claim 25 wherein the web site assigns a personal ID code to  
2                   each of the plurality of users.

1       27. The apparatus of claim 17 further comprising a web interface connecting the  
2                   specialist to the database via the Internet so that the specialist can obtain the  
3                   user identifying information verbally from the user, enter the user identifying  
4                   information into the database via a web interface and receive the user  
5                   background information via a web browser.

1       28. The apparatus of claim 17 wherein the specialist uses the knowledge  
2                   management system to assign the communication session information to one of  
3                   a plurality of predefined categories and to store the assigned category with the  
4                   communication session information and the user background information.

1       29. The apparatus of claim 28 further comprising:  
2                   a mechanism that performs a query on information in the database and  
3                   generates a report from the query.

1       30. The apparatus of claim 29 wherein the query is performed on category  
2                   information in the database.

1       31. The apparatus of claim 17 further comprising:  
2                   a publication mechanism that generates a templated web site that is  
3                   accessible by the plurality of users via the Internet.

- 1    32. The apparatus of claim 31 wherein the publication mechanism publishes  
2       workplace issue information on the templated web site by sending the workplace  
3       issue information from the database to the templated web site.
- 1    33. A computer program product for managing workplace services provided to a  
2       plurality of users, the computer program product comprising a computer usable  
3       medium having computer readable program code thereon, including:  
4               program code for creating a database containing, for each of the plurality  
5       of users, user background information and user identifying information;  
6               program code for establishing a communication session between the  
7       plurality of users and a specialist in order that the specialist can provide  
8       workplace issue assistance to the users wherein, during each communication  
9       session, the specialist receives user identifying information from a user, uses the  
10      received identifying information to access and retrieve client background  
11      information for that user from the database and uses the background information  
12      to provide assistance to the user; and  
13               program code storing in the database information concerning each  
14       communication session between a user and the specialist and adding the stored  
15       communication session information to the client background information for the  
16       user.
- 1    34. The computer program product of claim 33 wherein the communication session  
2       is a telephone call.
- 1    35. The computer program product of claim 33 wherein the communication session  
2       is an e-mail message.
- 1    36. The computer program product of claim 33 wherein the program code for  
2       creating a database comprises:

3                   program code operable at a workplace resources office for contacting  
4                   each of the plurality of users and obtaining background information for each user;  
5                   program code for connecting the workplace resources office to the  
6                   database in order to store the background information.

1     37. The computer program product of claim 36 wherein the workplace resources  
2                   office is connected to the database via a network.

1     38. The computer program product of claim 37 wherein the network is the Internet.

1     39. A computer data signal embodied in a carrier wave for managing workplace  
2                   services provided to a plurality of users, the computer data signal comprising:  
3                   program code for creating a database containing, for each of the plurality  
4                   of users, user background information and user identifying information;  
5                   program code for establishing a communication session between the  
6                   plurality of users and a specialist in order that the specialist can provide  
7                   workplace issue assistance to the users wherein, during each communication  
8                   session, the specialist receives user identifying information from a user, uses the  
9                   received identifying information to access and retrieve client background  
10                  information for that user from the database and uses the background information  
11                  to provide assistance to the user; and  
12                  program code storing in the database information concerning each  
13                  communication session between a user and the specialist and adding the stored  
14                  communication session information to the client background information for the  
15                  user.